

Changes in drivers licensing process/function		Agency/Program #: 4110-12-I2
		Division: 12-Motor Vehicle Division
		Program: Drivers Licensing
Agency Name:	Department of Justice	
Agency Contact:	Larry Fasbender	444-9030
LFC Contact:	Representative Hiner, Senators Bales and Schmidt	
LFD Liaison:	Pat Gervais	444-1795
OBPP Liaison:	Brent Doig	444-4118

Program or Project Description:

Motor Vehicle Division: Improved public access to Drivers Licensing Services

Appropriation, Expenditure and Source				
Fund Name:	2008		2009	
	Approp.	Expended	Approp.	Expended
General Fund				
State Special				
Federal Funds				
Total:	\$0	\$0	\$0	\$0

Approp & Expenditure numbers are as of October 31, 2007

Goal(s):

Improve customer service by providing driver licensing services in a more timely and efficient manner and enabling the Field Operations Bureau (FOB) to ensure the proper resources are available to assist customers by scheduling all visits to an exam station.

Performance Measures :

- The ultimate goal of the MVD Driver Licensing Exam Station Appointment Scheduling process is to serve each customer within two weeks from the time in which the customer made the appointment.
 - Of the three driver licensing exam stations that currently require scheduled appointments, the Helena driver exam stations is unable to meet that two-week goal, at times, due to the staffing level. An additional FTE would enable the office to achieve the two-week scheduling goal.
- Currently the MVD schedules appointments for three driver licensing exam stations: Helena, Townsend and Bozeman. Customers filled out surveys on the scheduling process during the pilot project in 2006; nearly 95% of the surveys showed that customers found the process easier and more positive than just walking into the exam station.
- Before implementing the scheduled appointment policy, the Bozeman driver licensing exam station would average more than a three-hour wait for its customers. Since its implementation, employees and a majority of the customers have given positive feedback on the new scheduled appointment policy, as it eliminates the long waiting lines.
- The first-come, first-serve policy usually results in long waiting lines, several hours at some Driver Licensing Exam Stations, which in-turn increases frustration levels in both the customers and MVD employees. MVD employees in the appointment-only driver exam stations have reported happier customers, an increase in employee morale, and a decrease in employee turn-over rate since the appointment scheduling policy has been implemented.
- During the 2006 scheduling pilot project nearly 90% of the customers surveyed said that they recommended that other driver exam stations implement the appointment-only policy. In April 2008, the MVD plans to implement appointment scheduling, both online and by telephone, in all driver licensing exam stations statewide.

2009 Biennium Significant Milestones:		Completion Dates	
		Target	Actual
1			
2			
3			
4			
5			
6			

Performance Report:**LFD Narrative:****EXECUTIVE CHANGES:**

--Changes to goals/initiatives: Yes, as expected the goal statement was revised by the agency

--Changes to performance measures: Yes, performance measures provided, previous data indicated these were still in negotiation

LFD ASSESSMENT:

--Goal is measurable within the biennium: Yes, agency has some baseline data available regarding timeliness and efficiency of drivers licensing functions

--Progress toward goal: On-track, information regarding the current status and a milestone for implementation of appointment-only policy are included in the description of the performance measures.

APPROPRIATION ISSUES:

--Appropriation/expenditures provided: No

--Other Appropriation Issues: None

OPTIONS REGARDING GOAL/INITIATIVE AND PERFORMANCE MEASURES

--Since the LFC work group has not previously reviewed the performance measures selected with the agency, it may wish to do so at this time and consider whether or not to request additional or different performance measures

Version	Date	Author
AO-1	12/11/07	Gervais

Change Description
1st Report

